



SW Region's "Eye on Training" is on
NATIONAL SECURITY PERSONNEL SYSTEM (NSPS)

INTERPERSONAL COMMUNICATIONS

Army has identified four core competencies (Change Management, Interpersonal Communications, Coaching and Counseling, and Performance Management) that will assist supervisors and employees with the implementation of NSPS.

SW Region is pleased to offer Dealing with Difficult People course on 17 November 2005 via VTT at no cost

The SW Region is funding the tuition costs to participate. Off net sites will fund the off-net charges as appropriate.

Dealing with Difficult People

17 November 2005

0830-1600 CST

Vendor: Performance Training Resources

Instructor: Susan Miller

Course Outline:

This highly energetic program teaches you the power of compromise, the art of communication, and the strength of synergy. You'll learn how to handle anger and confrontation, strengthen relationships, and effectively negotiate small disputes as well as highly charged arguments. You'll see a difference right away, and your workplace will be a happier, more enthusiastic, and much more positive environment.

Course Objectives:

- Use a proactive approach to preventing conflict.
- Understand differences in others and how to respond to them.
- Defuse anger and avoid confrontation.
- Say "no" effectively.
- Use assertive communication to negotiate solutions.
- Create a positive work environment.

Course Agenda:

- Identify the sources of conflict and the behaviors that lead to confrontation.
- Understand personality styles and gender differences.
- Interpret the warning signs of conflict.
- Learn proactive skills to avoid potential conflict before it starts.
- Keep your composure using 10 stress management techniques.
- Learn characteristics of difficult people and how to respond to them appropriately.
- Accept criticism constructively.
- Turn potentially explosive situations into positive results using our 4-step plan.
- Communicate effectively during confrontation.
- Use essential listening skills to create a sense of understanding.
- Defuse anger professionally.
- Break down barriers in communication with creative problem solving techniques.
- Determine rules, roles and responsibilities of yourself and your coworkers.
- Reduce stress and prevent burnout that occurs through confrontation.
- Cultivate a positive and productive environment.

REGISTRATION INFORMATION

Project Officer

Makeba Armstrong

785-239-0050 (DSN 856)

Email: Keba.Armstrong@us.army.mil

POC to Register Sites

Mary Sproat

785-239-0594 (DSN 856)

Email: Mary.Sproat@us.army.mil

Customer Feedback

Your feedback and comments are valuable to us.



Manuel Smith, Chief, HRDD, SW Region
785-239-0088

Manuel.Smith@cpocswr.army.mil